



Chandler Fire, Health & Medical

ANNUAL REPORT 2014

AN INTERNATIONALLY ACCREDITED FIRE SERVICE AGENCY

A MESSAGE FROM CHIEF JEFF CLARK



I want to take this opportunity to reflect on the accomplishments of the Department and its members in 2014. The landscape of the fire service is ever changing, and Chandler Fire, Health & Medical (CFHM) is at the forefront of that change. This year, the Department undertook a collaborative effort between management and labor to reinvent the way we respond to calls, treat patients and transport to advanced medical facilities.

The Treat and Refer pilot study demonstrated the benefits of empowering paramedics to give their patients multiple treatment options in the field. The Ambulance Dispatch pilot study increased efficiency and resource availability by dispatching ambulances only when needed as opposed to automatically on every medical call. CFHM developed partnerships with other medical service providers to guide the integration of Fire Service EMS into the larger health care system of health insurance companies, primary care providers, urgent cares, and hospital systems.

During the last year, the Department celebrated many other noteworthy achievements including the addition of nine firefighters to the CFHM family, and the development of Partnership for L.I.F.E. (Learning in Firesafe Environments) to provide fire education and code inspections at Chandler schools. CFHM received accredited status from the Commission on Fire Accreditation International for the fourth time, and citizen volunteers contributed over 14,000 hours to CFHM's community outreach programs.

The Department's success this year would not have been possible without the support, innovation and dedication of employees who worked together to deliver outstanding service to the citizens of Chandler.

Please accept this annual report with special thanks to our employees, city management and elected officials for their continued support and dedication to public safety. It is an honor to serve this community as Fire Chief.

Sincerely,

A handwritten signature in blue ink that reads "Jeff Clark".

Jeff Clark, CFO

Chandler Fire, Health & Medical Department



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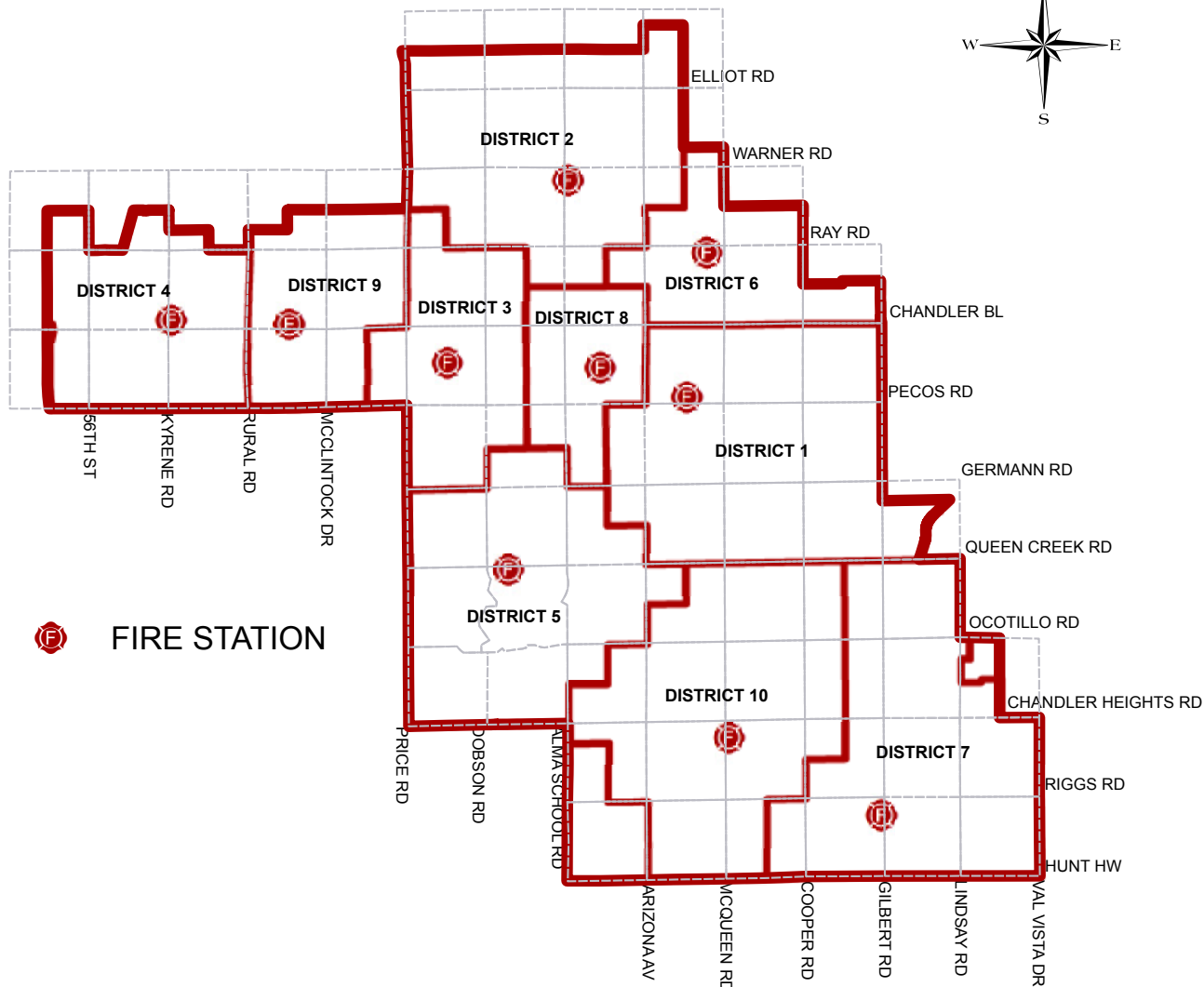
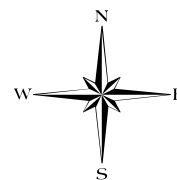
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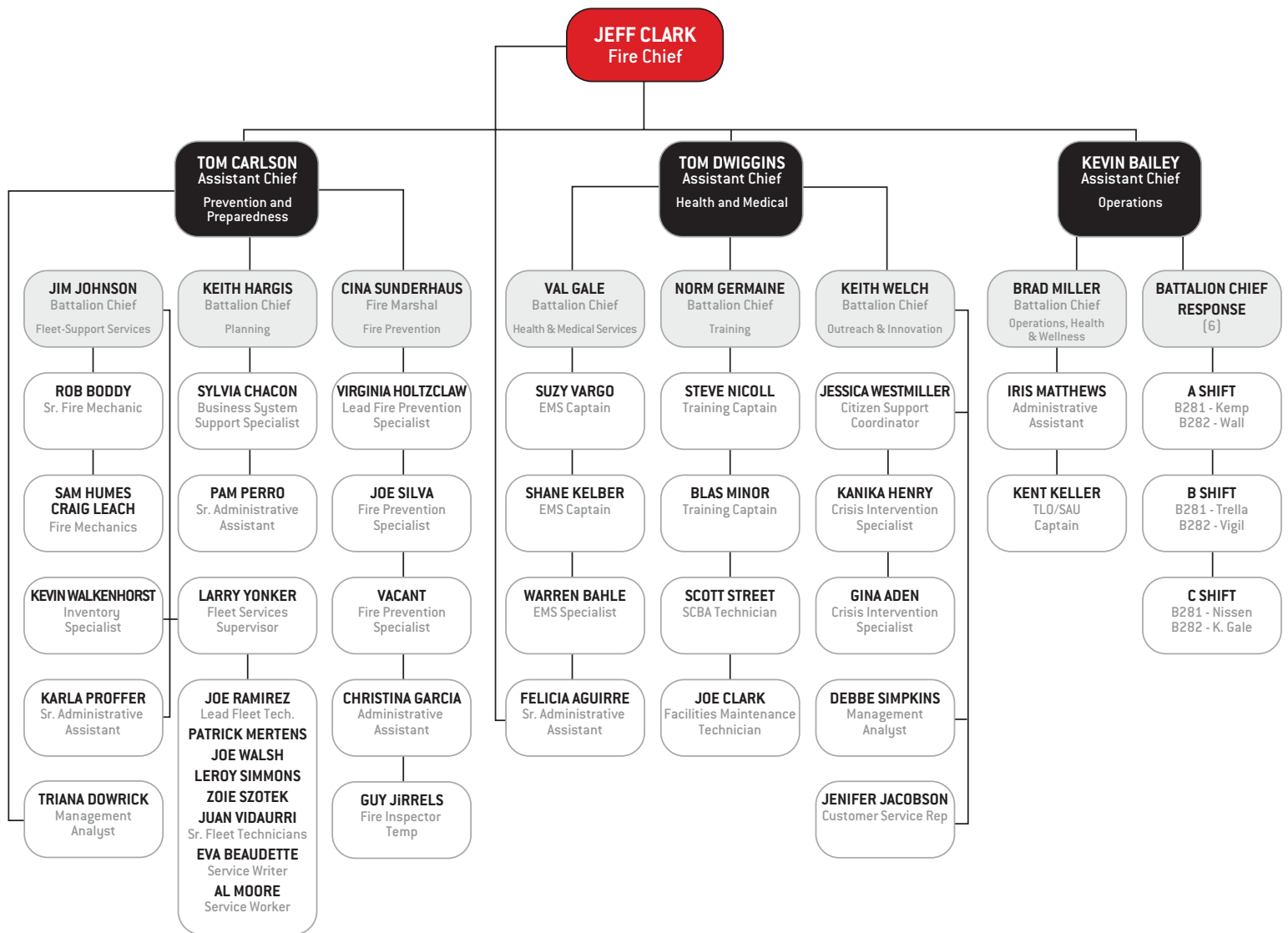
FIRE STATION MAP



Chandler Fire, Health & Medical Department



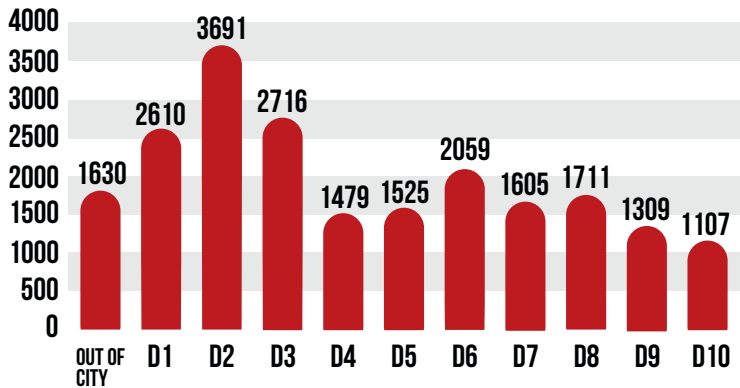
ORGANIZATIONAL CHART



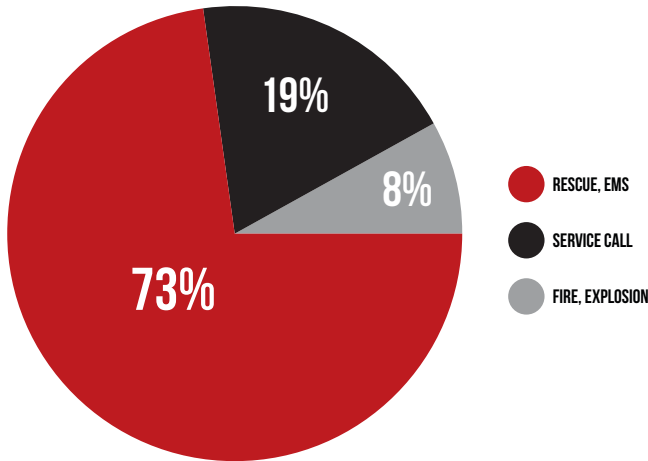
VITAL STATISTICS

21,442

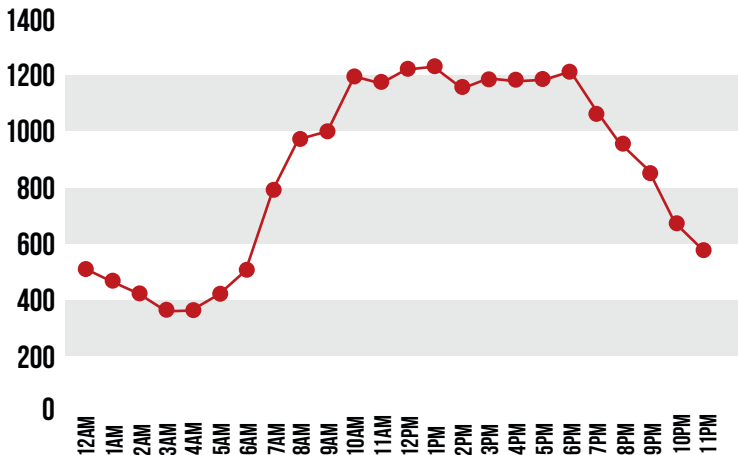
TOTAL INCIDENTS



TOTAL INCIDENTS BY DISTRICT



INCIDENTS BY TYPE



EMERGENCY RESPONSES BY TIME OF DAY

BUDGET AND PERSONNEL

Annual operating budget:	\$29,962,908
Annual capital improvements:	\$9,917,985
Sworn personnel:	202
Civilian personnel:	20

AVERAGE RESPONSE TIME:

3:58



TRAINING

Chandler Fire, Health & Medical is an all-hazards agency that is trained to respond to emergencies involving EMS, fires, hazardous materials, technical rescue, and weapons of mass destruction. The skills needed to accomplish these tasks are complex and must be practiced and updated continuously. In 2014, the Fire Training Division delivered quarterly training on a variety of fire service skills to firefighters from Chandler and regional partners from Sun Lakes, Queen Creek, Gila River and Maricopa.

Recruit Academy

Nine recruits attended a 12 week fire academy in the fall of 2014. The training staff devoted 1,920 hours of instruction to prepare these new personnel for their first assignments as Chandler firefighters.



Regional Training Facility

The Fire Training Center continued to serve as a regional resource for CFHM's automatic and mutual aid partners, public safety agencies and citizens groups. Neighboring fire departments conducted promotional testing, the East Valley Institute of Technology conducted live fire training, and the Arizona State Fire School taught three classes for firefighters from across the state. Chandler Police held their annual Police Explorer competition, Homeland Security agents conducted door and wall breach training, Chandler's Community Emergency Response Team (CERT) held preparedness training for citizens, and Chandler Police SAU conducted an active shooter exercise. These activities along with many other joint training efforts enhanced Chandler's ability to operate seamlessly with other public safety agencies in the region.



TRAINING HOURS DELIVERED BY TRAINING DIVISION:

7,380

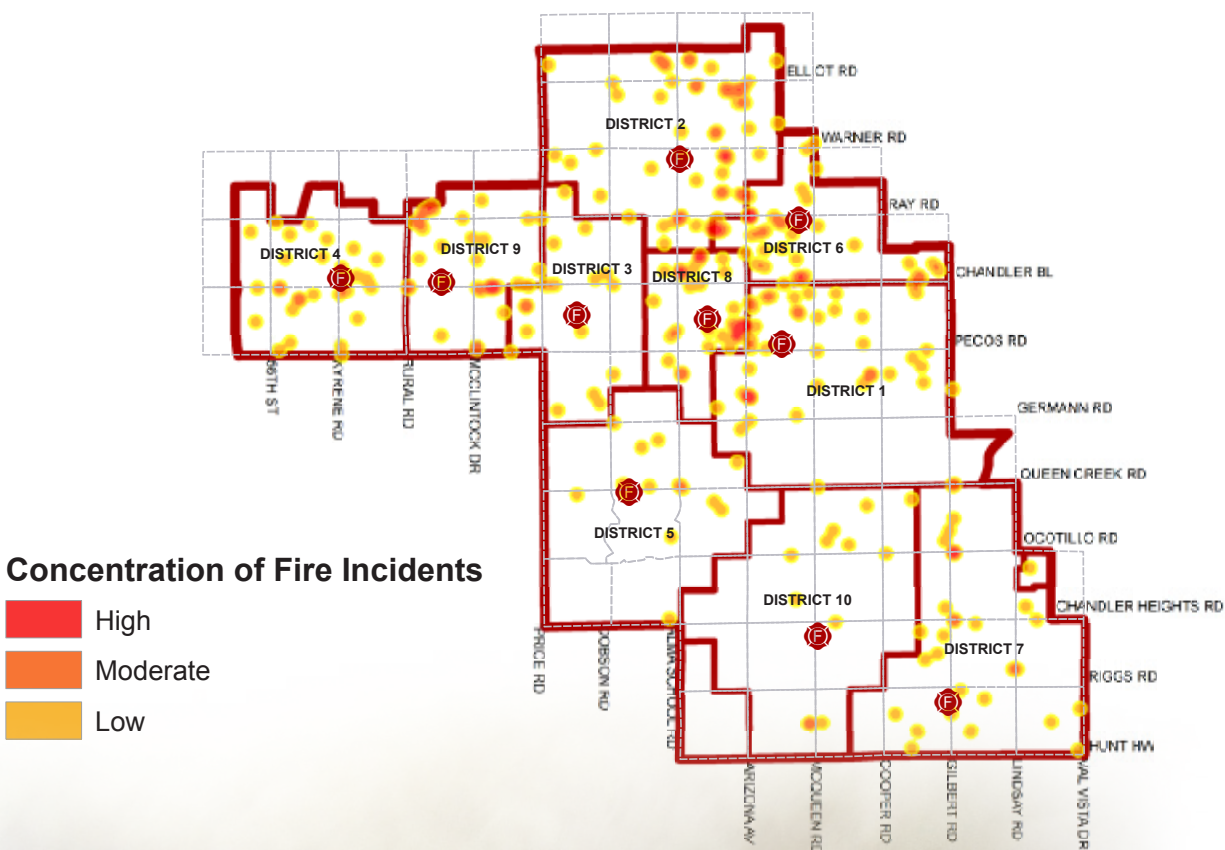
FIREFIGHTERS TRAINED:

369

FIRE

Automatic Aid Response

Chandler Fire, Health & Medical operates as part of a regional automatic aid system. This system combines resources from jurisdictions throughout the valley to ensure that first responders will arrive as quickly as possible to all emergency calls. This is accomplished by using GPS technology to locate and dispatch the unit(s) closest to the emergency, regardless of jurisdiction. In the event of a structure fire or other large incident requiring multiple resources, the automatic aid system ensures that the correct combination of firefighters and apparatus needed to best mitigate that emergency will be dispatched. The resources of 25 other jurisdictions are available to Chandler citizens through the automatic aid system.



Crisis Response Unit – CR288

Chandler Fire, Health & Medical Department's Crisis Response Unit (CR288) is comprised of a skilled social work and counseling staff member, masters level social work interns and dedicated community volunteers. The unit is available for response 24/7 to assist CFHM and CPD crews with immediate on scene crisis intervention needs, victim assistance, grief support, behavioral health de-escalation and collaboration. CR288 also provides general resource and referral or follow up.



1,216

CR288 RESPONSES



8,140

CR288 VOLUNTEER HOURS

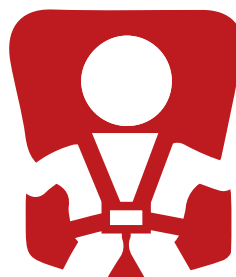


42

CPR CLASSES

1,012

TRAINED BY CFHM



42

CAR SEAT CLINICS

837

FAMILIES SERVED

1,050

INSTALLATIONS

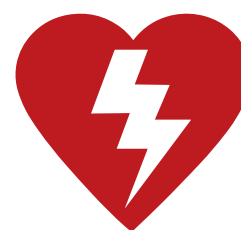
149

CAR SEATS GIVEN

Community Paramedicine Program Development

In 2014, Chandler Fire, Health & Medical (CFHM) recognized a need in the community to provide more than just emergency responses. In the last year, CFHM worked to develop a new response model to fill this need. The result is the Community Health Service Delivery Model, which includes Community Paramedicine.

Community Paramedicine is a program that utilizes Paramedics and EMTs to provide medical evaluations and support for patients who are struggling to manage their medical needs. Community Paramedics make scheduled, in-home visits to patients to perform assessments and help align the patient's needs with available healthcare and social resources.



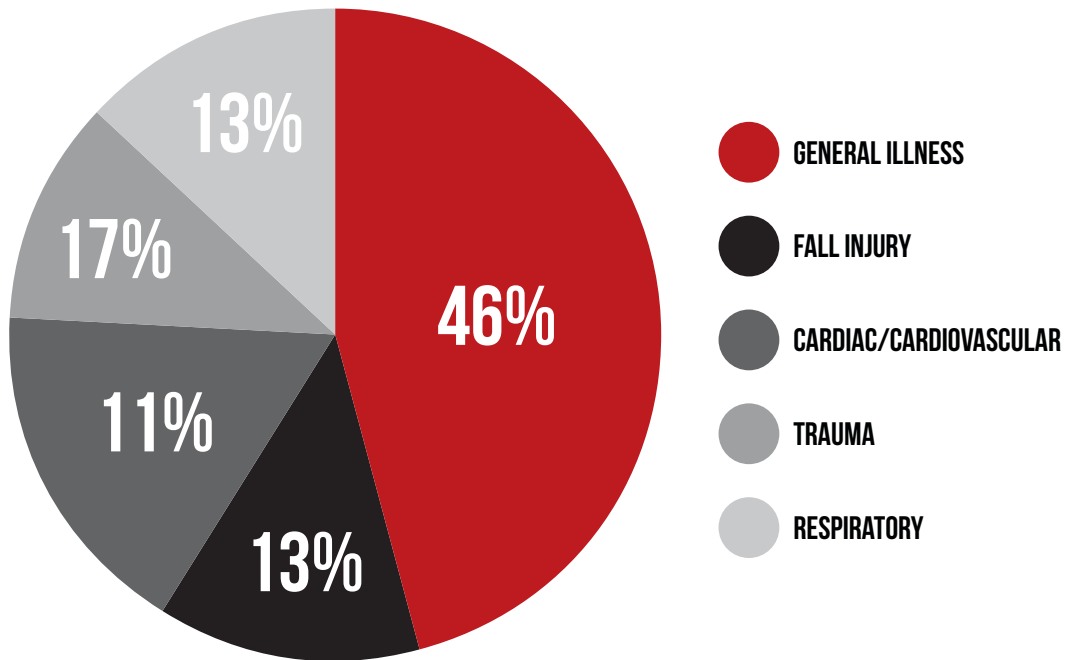
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AEDS INSPECTED
(AUTOMATED EXTERNAL
DEFIBRILLATOR)

MEDICAL

PARAMEDICS: 130 | EMTs: 62 | COMMUNITY PARAMEDICS: 4

EMS Response Types



5,700

Hours of EMS training delivered

Emergency Medical Response

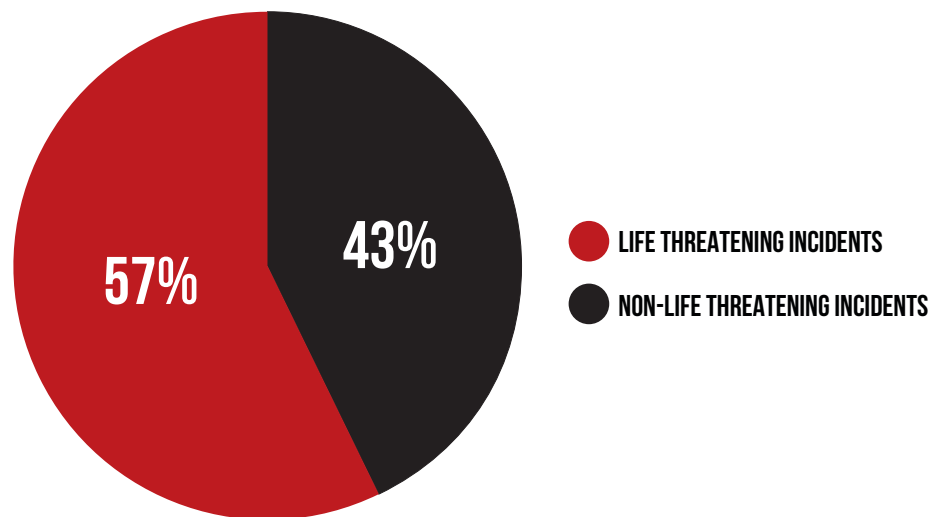
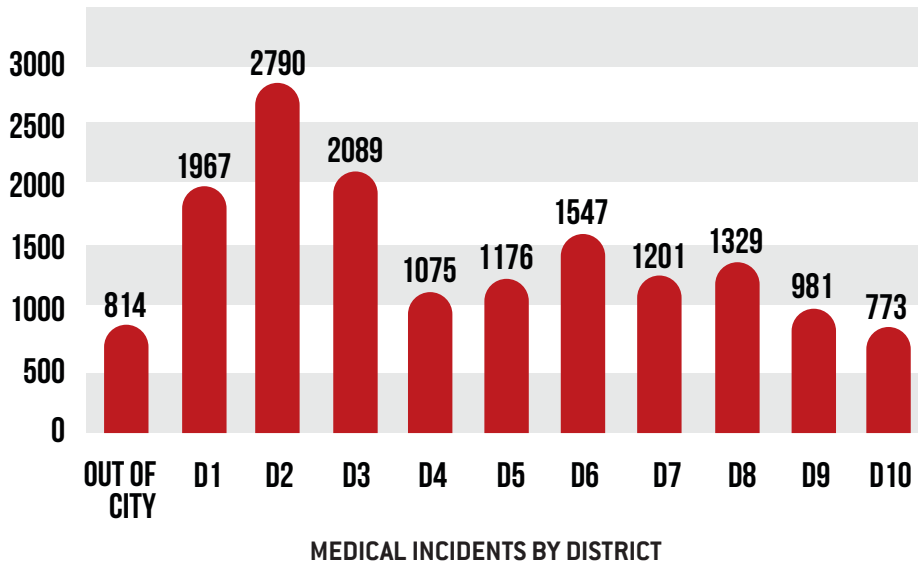
CFHM utilizes Emergency Medical Technicians (EMTs) and Paramedics to deliver medical care to the citizens of Chandler. The minimum staffing standard for Engine and Ladder companies is two Paramedics and two EMTs. The low acuity response vehicles are staffed with a minimum of one Paramedic and one EMT. These units are used to address some non-life threatening emergencies. All response vehicles carry a full complement of Advanced Life Support (ALS) equipment to ensure the highest level of pre-hospital emergency medical services are provided to the public.



MEDICAL



15,742
Total Incidents



EMS INCIDENTS BY SEVERITY



SIGNIFICANT EVENTS

ACCREDITATION

In 2014, CFHM received accredited status from the Commission on Fire Accreditation International for the fourth time. Only ten other departments in the nation had been accredited when CFHM first achieved this designation in 1998. CFHM is one of a handful of departments that have been re-accredited three times. The process includes a comprehensive self-assessment, a standards of coverage study, and an on-site peer assessment from fire service professionals across North America.

TROPICAL STORM NORBERT

The remnants of Tropical Storm Norbert hit the City of Chandler hard during the early morning hours of September 8, 2014. Chandler Municipal Airport recorded 3.82 inches of rain, and an incredible 5.48 inches fell at the intersection of Alma School and Ray Roads. Phoenix Sky Harbor measured 3.29 inches of rainfall, breaking the previous single day record of 2.91 inches on September 4, 1939. Initial damage assessments indicated residents needed sand and sand bags to protect their properties from flooding. The Emergency Operations Center (EOC) staff facilitated the procurement of 35 tons of sand and 2,200 sand bags, all of which was delivered to Fire Headquarters for resident assistance. No one was injured during this event; however, the extent of damage warranted a federal disaster declaration for Maricopa County.

ACTIVE SHOOTER TRAINING

During the second quarter of 2014, the EMS and Fire Training staffs partnered with the Chandler Police Department (CPD) to complete a dynamic active shooter drill. The training scenario involved an active shooter on the Fire Training Center campus. CPD utilized patrol officers to respond and perform a realistic search and clearing of the facility. Fire crews responded to the incident and were able to practice radio communication with CPD, joint command procedures, triage, extrication, and treatment and transportation of patients.

TREAT AND REFER PILOT AND AMBULANCE DISPATCH PILOT

Two pilot programs were implemented in 2014 with the goals of improving ambulance resource utilization and patient well-being. Both programs positively impacted the efficiency of the healthcare system. The Treat and Refer pilot offered 123 patients on-scene treatment alternatives instead of automatic transport to the hospital by ambulance. This change resulted in a potential cost savings to the healthcare system of \$275,000. The Ambulance Dispatch pilot tested the effectiveness of reducing the number of call types for which an ambulance was automatically sent by the alarm room when an emergency call was first received. This change kept the ambulances available for more life threatening emergencies without compromising patient care. Response data from the study was compared to data from the same time period of the prior year. Total responses decreased by 32.4%, and utilization increased from 61.2% to 80.2%. Response times remained constant. These results showed the ambulances were being used more efficiently and were available more of the time.

INFRASTRUCTURE IMPROVEMENT PROGRAMS

Chandler Fire, Health & Medical began the construction of a new fire station in 2014. This facility will replace one of the Department's oldest buildings, Station 281, which will be repurposed by the Chandler Police Department. The new facility is more appropriately located to deliver the most efficient response times to residents of District 281. The station will house Engine 281, Battalion 281, Rescue 281, and Medic 281.





COMMUNITY OUTREACH

PARTNERSHIP FOR L.I.F.E. (LEARNING IN FIRESAFE ENVIRONMENTS)

Chandler Fire, Health & Medical Department developed a new program that provides a benchmark for school fire safety education, inspection and collaboration. The program provides Chandler's elementary schools with the ability to become certified "Partnership for L.I.F.E." To become certified, schools must complete the following five program components:

1. Ensure that 10% of the school's staff is CPR certified
2. Allow CFHM to supervise two of the school's monthly fire drills
3. Allow CFHM Fire Pals to provide two hours of fire safety education to all 1st and 2nd grade students
4. Ensure all teachers and custodians perform bi-annual classroom/common room fire hazard self-inspections
5. Pass a code-based annual CFHM fire inspection

This program has been readily adopted by Chandler Unified School District in the 2014/15 school year and will be open to all City of Chandler schools in the 2015/16 school year.

PARTNERSHIP FOR L.I.F.E.

6,000+

1st/2nd grade students
educated to date

125

Individuals certified in full CPR
by CFHM

100%

of 1st/2nd grade students
educated this year compared
to 27% in 2012/13

12

CPR classes provided
by CFHM

89%

Schools have reached 10% staff
CPR Certification goal

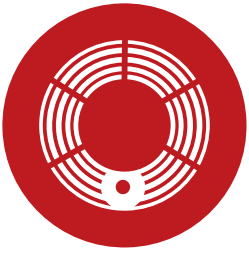
100%

CUSD Elementary Schools
completed 1st annual
self-inspection sheets



HOME FIRE SAFETY

COMMUNITY OUTREACH



SMOKE ALARMS

262

HOMES SERVED

115

SMOKE ALARMS INSTALLED

870

BATTERIES CHANGED



SMOKE ALARM WALKS

702

HOMES CONTACTED

256

ALARMS PROVIDED

96

VOLUNTEERS



WATER SAFETY

15,388

HOMES CONTACTED



DEMOS/SAFETY TALKS/TOURS

518



GRANTS RECEIVED

\$10,244

FIREHOUSE SUBS FOUNDATION

\$36,242

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY



CERT

82

ACTIVE MEMBERS

36

RESIDENTS TRAINED IN 2014

685

TOTAL NUMBER OF RESIDENTS TRAINED SINCE 2002



PREVENTION

The Fire Prevention Division hired a full-time Civilian Fire Marshal. The position was previously filled by Battalion and Assistant Chiefs on a rotational basis. The new Fire Marshal has 25 years of Public Safety/Fire experience and serves on several state and local committees.

The Fire Prevention Division currently supervises all annual fire inspections of businesses.



ANNUAL INSPECTIONS

4,178 Annual business inspections and permits

25 Fireworks/open flame permits and inspections

144 Hazmat reporting, compliance and inspections

14 Fire investigations

21 Special event planning and inspections

58 School inspections



AWARDS

INDIVIDUAL AWARDS



FIREFIGHTER OF THE YEAR
Mike Pallas



PARAMEDIC OF THE YEAR
Raul Rios



EMT OF THE YEAR
Tyson Bruder



CIVILIAN OF THE YEAR
Jessica Westmiller

VOLUNTEER AWARDS



STRONG ARMS AWARD
Al Leibowitz



PEOPLE'S CHOICE AWARD
Glenn Klassen



PERSONNEL

PROMOTIONS



ASSISTANT CHIEF
Tom Dwiggins



CAPTAIN
Craig Knight



ENGINEER
George Pastore

RETIREMENTS



BATTALION CHIEF
Rob Mcleod



ASSISTANT CHIEF
Marc Walker



CAPTAIN
Steve Lamy



PERSONNEL

NEW EMPLOYEES



FIRE MARSHAL
Cina Sunderhaus



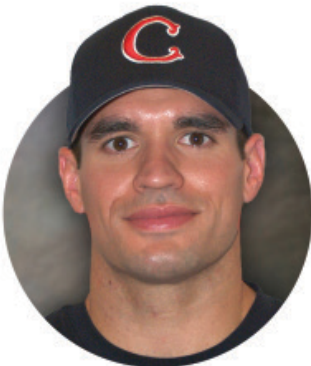
FIREFIGHTER
Nathaniel Johnston



FIREFIGHTER
Joseph Wirth



FIREFIGHTER
Bryce Cooper



FIREFIGHTER
Nicholas Countouriotis



FIREFIGHTER
Joseph Coss



FIREFIGHTER
Brett Rintamaki



FIREFIGHTER
Corey Phillips



FIREFIGHTER
John Gutierrez



FIREFIGHTER
Sara Ferguson





CHANDLER CITY COUNCIL

From left to right, Councilmember Nora Ellen, Vice Mayor Kevin Hartke, Councilmember Terry Roe, Councilmember René Lopez, Councilmember Jack Sellers, Mayor Jay Tibshraeny, Councilmember Rick Heumann



Center for
Public Safety
Excellence



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